

ACS Employee Newsletter

August 11, 2000

Volume 3, Issue 8

Inside this issue:

Bubble Buddies	2
Dear ACS	2
Bravo ACS	3
Dear Mr. Boks	3
New ACS Fees	4
County Benefits	5
This Just In...	5
Test Drive a Caddy	6
The Cat's Meow	6
ACS Strategic Planning	6
ACS Heroics	7

"I truly believe no-kill is a goal we can achieve."

*Betsey Bayless
Arizona
Secretary of State*

ACS Embraces No-Kill Goal

By Ed Boks

What were you doing on the evening of Monday, July 17th?

Well, at **Temple Beth Israel** in north Scottsdale, ACS was making history. Through an unprecedented effort on the part of the animal welfare organizations in Maricopa County, July 17th marked a historic meeting. All the local organizations met to discuss the first official step in a process that will hopefully bring the resources our county needs to become a no-kill community.

Due to this cooperative spirit, ACS and 25 other animal welfare organizations are now exploring the possibility of partnering to accomplish this important mission. The official step the groups took that night was to launch the formal process of applying for and being awarded a several million-dollar grant from **Maddie's Fund**.

Maddie's Fund was established in 1994 as the **Duffield Family Foundation** by **Cheryl and Dave Duffield, PeopleSoft Software co-founder and Board Chairman**. The foundation made good on a promise the Duffields made to their cherished miniature schnauzer, **Maddie**, to re-



pay all the joy and unconditional love she gave them by supporting animal welfare causes.

Maddie died of cancer in March 1997, but her spirit lives on through the Foundation recently renamed in her honor. The Foundation intends to revolutionize the status and well being of companion animals.

Those philanthropic efforts received a significant boost in August 1998 when Maddie's Fund (known as the Duffield Family Foundation at that time) announced its intention to spend more than \$200 million to build a no-kill nation.

To lead this remarkable program, the Board of Directors turned to **Richard Avanzino**, a man who over the course of 22 years transformed **The San Francisco Society for the Prevention of Cruelty to Animals** into a premier

animal welfare organization that serves as an example for what Maddie's Fund has set out to do. Mr. Avanzino joined the Foundation on January 1, 1999 as President.

"We're investing in collaborative, lifesaving programs, and the payback we expect is a radical reduction in shelter animal deaths," said Avanzino.

Maddie's Fund is achieving its no-kill goal by awarding multi-million dollar, multi-year grants to programs around the country that will have an immediate, direct and measurable impact on ending the killing of adoptable dogs and cats within five years.

Mr. Avanzino was our key



Richard Avanzino, CEO of Maddie's Fund

(Continued on page 3)

"Good buddies
are good for
your health."

Irwin Sarason

Bubble Buddies...

By Connie Ahlman, Administrative Services Coordinator

What do the Maricopa County departments of Animal Control, Correctional Health, Environmental Services, Human Services, the Medical Examiner, and Public Health have in common? They all belong to the Health and Human Services Constellation of Maricopa County Government.

This management structure was designed in 1997 by **David Smith, County Administrative Officer**, to realign county government and allow departments of common interest to collaborate.

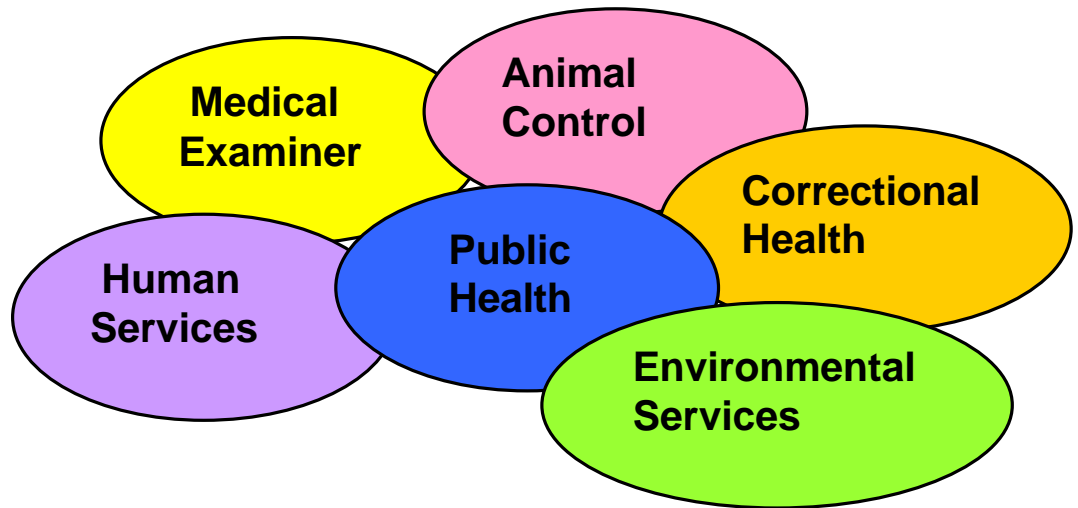
Some people refer to the partners as "bubble buddies", due to the design of the organization chart illustrating them (see below).

What does this mean to you? The directors of the six departments meet twice monthly under the coordination of **Dr. Jonathan Weisbuch** of the Public Health Department to discuss concerns and to explore solutions.

Examples of items discussed and accomplishments include: coordinating and offering employee computer

training; evaluation of space needs for each department and solutions to those needs; employee issues such as compensation, evaluation and early retirement; department budget preparation; student intern programs; and emergency response procedures.

If you have any suggestions for collaborative projects or questions, please call me at 506-6644 or send me an email at constanceahlman@mail.maricopa.gov. ♦



"What struck me the most was how much of an affinity for the animals your officers have. It is apparent your officers are well trained and motivated."

*Don Colvin
Maricopa County
Budget Analyst
describing
a recent
ride along*

Dear ACS...

Please sign me up to receive your Newsletter via e-mail. I will print and share it with our volunteers.

We are big fans of ACS and all your staff, particularly Ed Boks for his fine work as evidenced by the new graphs in your last newsletter. The numbers speak for themselves.

We are also New Hope partners, and are frequent visitors to both the Durango and the Mesa shelters, and are quite impressed with the caring and knowledgeable staffs at both facilities.

What a difference from a few years ago when a visit to the "Pound" left you depressed for days.

Keep up the good work; I know there are lots of exciting plans to find even more homes for our animals in need. We will look forward to seeing the next graphs looking even better!

Marni Casassa,
Executive Director
Noah's Ark
Animal Rescue ♦

Bravo To Animal Control

The following letter to the Editor of the Arizona Republic was in response to the wonderful editorial the Republic did on ACS on Tuesday, July 11th:

Regarding your July 11 editorial, "A no-kill community: Pound makes sure pets get new home":

Praise to Maricopa County Animal Control and their innovative solutions to the pet overpopulation problems in the Valley! I am a native

of Phoenix and have always felt that as a community, we weren't doing enough to improve the atrocious euthanasia statistics in Maricopa County.

I have visited the fantastic new pet adoption center and have used the Pets911 system and am extremely impressed with the newfound image of the Maricopa County Animal Control.

The Pets911 resource was an amazing idea... to be able to

locate valuable information, including finding a lost pet, without ever leaving my home ... I can't believe the day has finally come when I can say I am proud of the way Maricopa County is handling pet welfare.

Thanks to Ed Boks and his pro-active solutions, we will someday be a no-kill community.

John Watts ♦

"I can't believe the day has finally come when I can say I am proud of the way Maricopa County is handling pet welfare."

John Watts

No-Kill Is An Achievable Goal

(Continued from page 1)

note speaker and suggested the collaborative effort in Maricopa County could receive as much as eight or nine million dollars!

Arizona's Secretary of State, the honorable Betsy Bayless, kicked off this historic meeting.

"As a lifelong advocate of animal welfare, I am delighted with the amazing progress over the last year and a half – all the county animal welfare organizations working in tandem to ensure there are no more homeless pets in our county...and hopefully soon

in our state. With the advent of Pets 911 and the tremendous cooperation between all organizations, I truly believe this is a goal we can achieve", said Secretary of State Betsy Bayless.

Also in attendance at the meeting were over 60 individuals representing 25 animal welfare organizations across the county who have joined together to help make Maricopa County a no-kill community.

Now the real work begins. I will provide regular updates on our progress in this important initiative. ♦



Secretary of State Betsy Bayless
Encourages Maddie's Fund
Coalition

"Your project appears to be heading in the right direction--we'll look forward to hearing about your progress."

Richard Avanzino
CEO of
Maddie's Fund

Dear Mr. Boks:

My husband and I rescue dachshunds on the ACS' euthanasia lists. Of all the shelter personnel we have dealt with, **John Baugh** has been the most helpful.

It is obvious that John wants to help the animals have a

better life. Thanks to his help, we have saved three dachshunds (including one dachshund mix) from being put to sleep.

Two of them were just young dogs and are already in good homes. The third one will

find a home as soon as we get him healthy (he's going to the vet today).

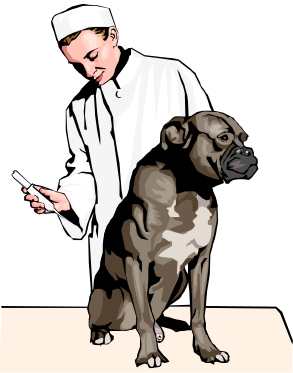
We have really appreciated John's help!

Sincerely,
Ed and Julie B. ♦



New Fees Will Help Pets and Employees

By Ed Boks



New Fees Will Help ACS Care for the Health Needs of Pets in Our Shelters

As many of you know, ACS is not part of the County's General Fund. ACS is a Special Revenue Fund. State statute provides for the Board of Supervisors to establish shelter and license fees to recoup the costs for the shelter services we provide. Shelter and license fees are the only methods stipulated in state law for financing county shelter operations. However, it is important to understand state law doesn't preclude other methods for subsidizing county shelters; it just doesn't suggest any other methods.

For many years over 40% of our county shelter fees were used to subsidize city and town contract services. This fact, combined with the fact that our shelter fees didn't even recover the actual costs of the services we provided explains the unacceptable condition of our shelters today.

ACS management implemented a two-pronged plan to recover our costs.

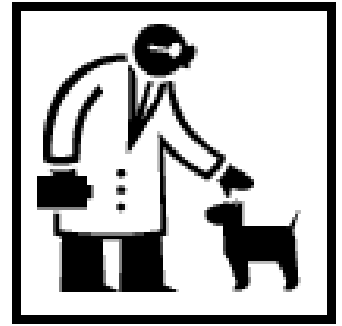
The first prong was to renegotiate our contracts with the cities and towns for the field services they receive. The new contracts will ensure all costs associated with providing field services to the cities and towns are recovered. However, full cost recovery for field services will not be fully realized until the beginning of fiscal year 02. During the remainder of FY 01, county dog license fees will continue to subsidize city

and town field services, but at a much lesser rate than ever before.

Prong 2 is reflected in the fee increases proposed by ACS and passed unanimously by the Board of Supervisors on Wednesday, July 26. These fees will allow ACS to provide better and more humane services in our shelters. They will do so in two significant ways:

First, the fee increases will enable ACS to implement fair market wages to the incredible staff of ACS who daily serve the citizens of Maricopa County at below market wages. Employees provide these important services because of their love for and dedication to that part of the family we refer to as "pets". The pets we care for are often abused, neglected, unwanted, and lost, many are sick and injured. This new fee adjustment will let us better provide for our employees as they care for the animals in our shelters.

Secondly, by approving these fee increases the Board enabled ACS to develop a long overdue Medical Program. This Program will better allow ACS to fulfill its state mandate to humanely provide for the welfare of the animals in our care. The proposed fees will enable ACS to implement better vaccination and animal treatment programs that will help us fulfill our mission to promote and protect the health and safety of



the animals in our care.

Most of the fees passed by the Board are cost recovery. However, two that are not may need some explanation. They are the escalating Impound Fee and the Adoption Fees.

I'll begin with the Impound Fee. Some asked if the incremental increase in impound fees will result in more animals dying. They feel some citizens won't be able to afford these fees. However, the proposal passed by the Board took this concern into account by providing ACS with the authority to waive fees and establish payment plans.

Creative payment plans have been developed with the help of County Counsel and ACS staff. An example of such a plan is to allow a citizen to pay their fees by serving as an ACS volunteer. Many other creative ideas are still being considered.

ACS is dedicated to reuniting pets with their owners. Returning pets to their owners is one of our primary goals. That's the reason why ACS partnered with the **PETS911** program, its why ACS is implementing a microchip program, its why we sell dog li-

(Continued on page 5)

Congratulations
To
Irma Arambula
John Baugh
And
Bryan Mefford
For Winning This
Year's Coveted
Dial-A-Pet
**"Thanks For
Caring"**
Award

benefits

Ala Maricopa County

Maricopa County has successfully completed negotiating amendments to our CIGNA healthcare benefits contract for 2001. These negotiations prevented a majority of employees having to change doctors under a new plan as well as keeping rate increases reasonable.

Over the past three years insurance premiums for County employees increased about three to four percent on an annual basis. At the same time healthcare costs were increasing about eight to nine percent a year. If the County had re-bid the health benefits contract, employee costs would have increased as much as forty to sixty percent.

For 2001, employees will have three plan options to choose from:

- The Current Point of Service (POS) Plan (unchanged benefits)
- The Modified POS Plan
- A Stand alone Staff Center CIGNA HMO

Employees will have to bear some additional costs.

Overall costs will increase by \$8.9 million. However the County will pick up 83 percent of those additional premiums.

These adjustments were made after a market survey of other public employee health plans. The CIGNA healthcare insurance plan for Maricopa County employees compares quite fa-

vorably.

As we approach a new enrollment period in October 2000, you will all be given more information about your choices. Health Select will continue to be a choice with new rates to be published later.

All employees are encouraged to check the Benefits page on the EBC for more information. You can e-mail your questions to Benefits Service or if outside the County system, direct your questions to BenefitsService@mail.maricopa.gov. You can also call the Employee Benefits office at 602-506-1010. They are located in Room 201 of the administration building. ♦



This Just In...

Reprinted from the Jefferson Street Journal, August 2000

Open Enrollment 2001 will run from October 23, 2000 through November 5, 2000.

In September, CIGNA members will receive letters explaining the changes to the current plan along with enrollment change directions if employees wish to make changes to their plan selections.

In October, Employee Benefits will conduct presentations throughout the County covering the benefit changes for 2001. There will also be open benefit fairs where employees will be able to discuss benefit plan features directly with each plan vendor.

As in the past employees will be able to access the open enrollment system via the County EBC or the Internet from their homes. Benefits will be distributing materials to those who cannot access information via the Internet or EBC.

Benefits information, comparisons, and directions will be distributed to employees early in the open enrollment process.

Access to the EBC/Internet will be available from October 23, 2000 through November 5, 2000. Employees who do not wish to access the open enrollment process via the EBC will have until November 30, 2000 to turn in their forms.

Cherry Burk (602-506-2740) can answer questions and is also available to assist with the open enrollment process via the EBC, if needed. ♦

New Fees Will Help Save Lives (Continued)

(Continued from page 4)

censes in over 90 locations throughout the county, and its why we are proposing voluntary cat licensing. ACS will not permit this fee increase to result in one unnecessary death. For those pet owners unable to pay cash, other methods of payment will be provided.

Speaking of reuniting pets with owners, it is worthy of note that ACS increased the number of pets returned to their owners by 4.4% in the FY just ended. This increase reverses a multi-year local and national trend in the ability of shelters everywhere to reunite pets with owners.

We intend to build on this success by reuniting even more pets with their owners - not less!

Turning now to the proposed Adoption Fees, some asked if the increase in adoption fees will result in more animals dying because many citizens won't be able to afford to adopt. Studies show that adoption fees have little impact on a family's decision to adopt. That's why people pay \$800 for dogs and cats of questionable quality from questionable sources. Studies also show that the more a person pays for a pet, the

longer they keep it.

Having said that, the proposed adoption fees are still lower than many other organizations in Maricopa County and ACS provides greater value with each adoption. ACS is developing an adoption-counseling program that will focus on quality adoptions that last. Earlier this year the Board granted ACS the authority to reduce its adoption fees on a case by case basis to encourage adoption of hard to place pets, the older and larger animals. This has been very successful. ACS adopted out more animals this past year

(Continued on page 8)



"God made the cat in order that man might have the pleasure of caressing the tiger."

--Fernand Mery

Test Drive a Caddy & Adopt a Kitty

By Barbara Westermeyer

Saturday and Sunday, July 29 and 30 brought kennels & critters inside the **Lund Cadillac** showroom for the very first time.

Out with the Caddies and in with the kitties - the showroom turned into a display of ACS dogs and cats for adoption. Along with ice cream and banana splits, our great little pets looking for a new home were invited to join in the comfort and grand style of the Lund Cadillac Company by **Mr. Lund**, himself.

A total of twelve animals found wonderful homes with the help of the Lund car salesmen and of course, the ACS volunteers and staff.

A great time was had by all, and we are invited back in September!

Watch for details! ♦



The Cat's Meow! By Julie Bank

When our need is great, our family of associates come to our aid. When the kittens and cats started coming into both shelters by the bucket full, **PETsMART** came to the rescue with a plan to place cats in five of their

Luv-A-Pet Centers.

By working together, the shelters, business offices, field officers, public programs department and, of course, **PETsMART**, have placed nearly 250 cats to

date in great new homes.

A very special thank you goes to all the participants in this great new program. Saving lives is everyone's goal! ♦



"Of all God's creatures, there is only one that cannot be made the slave of the lash. That one is the cat. If man could be crossed with a cat it would improve man, but it would deteriorate the cat."

--Mark Twain

Strategic Planning, Year Two

The ACS Management Team has been meeting for the past several weeks to update and enhance its strategic plan. It's hard to believe one year has passed since developing our first ever strategic plan. What's really amazing is how many objectives have been accomplished during this past year. Ask your supervisors for details.

Managers and supervisors are working diligently to identify the issues that will

"In preparing for battle I always found that plans are useless, but planning is indispensable."
Dwight D. Eisenhower

affect ACS operations over the next two to five years. In response to those issues, several strategic goals are being developed.

ACS is adapting to the County's *Managing For Results* strategic planning

methodology. This process has helped us identify our services, activities, and programs in a way that will directly connect to our budget.

We are still in the midst of this exciting process. Meetings are ongoing. Managers and supervisors are encouraged to work closely with their respective teams during this process. We need your input. Your input does matter! ♦

ACS Heroics Are Daily Events...

By Debra Smith

I want to take this time to share some of the wonderful differences ACS has made in the lives of just some of the animals in our care.

Boo Boo, is a Rottweiler shot by Peoria Police Department. **Officer Cathy Gochee** immediately fell in love with this big guy and brought him to our Eastside Shelter where we made him comfortable until we could send him to the West Shelter.



Dr. Nancy Bradley, Julie Bank, Judy Williams and Lindsay Campbell helped treat and care for Boo-Boo. Cathy provided foster care until he recovered. He is now doing great and is with **Phoenix Area Rottweiler Rescue**, who will find him a loving home.

Jackie, a young Jack Russell Terrier was brought into the Eastside Shelter to be euthanized. Jackie had been hit by a car and the owner couldn't afford to have her treated.

Officer Tom Hope fell in love with this one and asked if we could save this dog. **Mary Martin** contacted **Dr. Rick Wells**, at **Tempe Veterinary Hospital**, and advised him of the situation. He offered his serv-

ices to help this dog. **Officer Bill Cutillo** took Jackie to the good doctor. Jackie's leg and dislocated hip were repaired and she will be available for adoption as soon as she recovers.

Sparky- is an adult chocolate point Siamese cat. She has a very independent attitude. She was brought to the East Side Clinic with what appeared to be electrical burns in her mouth. **Anne Petrino** and **Dr. Alan Cloutier**, an ACS relief veterinarian visiting us from Colorado, examined Sparky and started treatment.



Anne was able to look beyond the "hissing" Sparky greeted her with each day and Sparky is now recovering and able to eat again. Because of Sparky's unsociable behavior we will look for a foster or a rescue group to help socialize her so she can be adopted.

The **West Side Shelter staff** have actively utilized our **Foster Network** and **New Hope** program, as well as other avenues to save many lives.

They contact **PETsMART Luv-A-Pet Centers**, our Eastside Shelter, and the Pet Adoption Center when they are running low on space. They help transfer the animals to other locations to decrease the number of pets we have to euthanize.

Because of both Shelter staff's drive to save lives, their excellent customer service, and their renewed commitment to provide clean and as comfort-

able as possible shelter for the animals, they have increased the number of New Hope partners that rescue from our shelters.

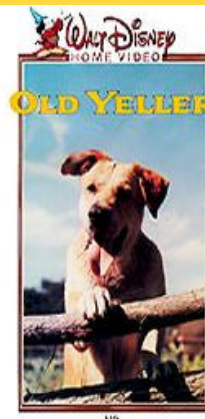
Julie Seal with **RESCUE** visited our Westside Shelter recently and helped us rescue 21 animals. **RESCUE** hadn't been to the Westside in over a year, but is now returning because of the wonderful service Westside staff is now providing.

The **East Side Shelter staff** rescued a little mange-ridden puppy from the euthanasia list. They brought it to the clinic and the **Clinic staff** treated this little guy. They not only cared for him medically but also took the time to socialize him. The puppy is recovering nicely and should be up for adoption shortly.

Julie Bank found a cat lying beside a road near the East Side Shelter. She rescued the cat and brought it to the East Side Clinic. The cat was examined and found to be very friendly. However, he was missing most of his teeth. The **East Side Clinic** cared for the cat and finally taught him to eat again. He will be placed for adoption or with a rescue group soon.

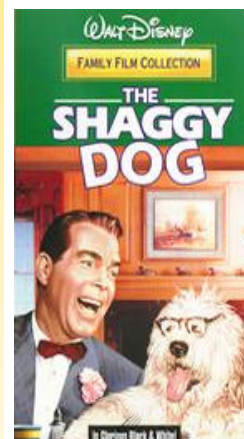
These are just a few of the heroic stories that occur every day in our Shelters.

ACS employees are the finest group of caring individuals I know! Thank you guys for the wonderful, life saving work you do every-day! ♦



"Old Yeller was bought for \$3 from a shelter; his real name was Spike."

--World Features
Syndicate



"Disney's 'Shaggy Dog' was bought for \$2 at a pound."

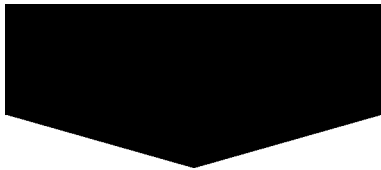
--World Features
Syndicate

Maricopa County Animal Control Services

2323 South 35th Avenue
Phoenix, AZ 85009



Animal Control
Services



*(New Fees...
Continued from page 5)*

than in any year in its history. 16,000 quality adoptions, more than any other municipal shelter in the United States.

ACS is determined to exceed that number this year. The flexibility given ACS by the Board to adjust adoption rates on a case by case basis, combined with a quality adoption counseling program, and a skilled, well trained and fairly compensated staff ensures our success. This fee increase will help assure our success.

In raising the cost of a dog

adoption \$4 and a cat adoption \$14 its important to understand the value we're adding to each adoption. A microchip will now be implanted in every pet adopted from ACS. That is more than a \$10 value in hard costs, but the real value is incalculable as it affects our ability to return pets to owners and further reduce our euthanasia rate.

So for \$70 you can now adopt a dog from ACS that has been surgically altered, vaccinated, licensed and microchipped*. The actual cost to ACS for this \$70 adoption is \$148.

A \$50 cat adoption now provides a citizen with a cat that

has been surgically altered, vaccinated and microchipped*. The actual cost to ACS for this \$50 adoption is \$97. ACS is attempting to recover just 50% of its actual costs.

By renegotiating our contracts with the cities and towns to recover field costs, and adjusting our fee schedule to recover our shelter costs, ACS is finally becoming fiscally responsible for the high quality services we already provide our community while enlarging our capacity to provide new services in the future. ♦

PETS911
Phone Matrix
is Now
Bi-Lingual.

Have you checked
it out yet?

Phone: 506-2772
Fax: 506-2739
Email: edboks@mail.maricopa.gov

* 8/9 – Due to a procurement issue, microchips will not be included in the adoption fee until further notice.